



Customer Service Inspection Agreement

I) **PURPOSE.** The Texas Water Company is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this Customer Service Inspection Agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before The Texas Water Co will begin service.

II) **SERVICE AGREEMENT.** The following are the terms of the Customer Service Inspection Agreement between

The Texas Water Company and _____ (the Customer).

A. The Texas Water Co will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.

B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Texas Water Co or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Texas Water Co's normal business hours.

C. The Customer shall, at his expense, have a Customer Service Inspection (CSI) performed upon completion of new construction, major renovation or expansion of facilities or upon the Texas Water Co's request at an existing service where contaminant hazards are suspected. The original inspection certificate shall be provided to The Texas Water Co within 10 business days of the CSI.

D. The Texas Water Co shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial CSI or the periodic re-inspection.

E. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.

F. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by The Texas Water Co and the Texas Commission on Environmental Quality. The original report of all test and maintenance records shall be provided to The Texas Water Co within 10 business days of the test.

III. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Customer Service Inspection Agreement, The Texas Water Co shall, at its option, terminate service. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Service Address: _____

CSI DUE DATE: _____

If the due date is not indicated CSI will be due 30 days from the date of this agreement.

CUSTOMER'S SIGNATURE: _____ DATE: _____

